

Arizona Department of Health Services Office for Children with Special Health Care Needs Children's Rehabilitative Services Administration	<b>Effective Date: 03/01/2007</b> <b>Last Review Effective Date:</b> <b>02/13/2008</b>
SUBJECT: General Administration	SECTION: GA 1.5

**SUBTITLE: Language Assistance Services for CRSA and CRS Regional Contractors**

#### POLICY:

It is the policy of CRSA to require all OCSHCN staff receive training on how to access language assistance services and ensure that the CRSA Contractors educate/train their staff members on Limited English Proficiency (LEP) and how to provide language access services.

#### DEFINITIONS:

Individuals with Limited English Proficiency – Individuals who do not speak English as their primary language and who have a limited ability to read, write, speak, or understand English may be limited English proficient, or "LEP".

#### STANDARD:

CRSA and their Contractors must:

- 1) Offer and provide language assistance services, including staff and interpreter services, at no cost to each member or member's family with Limited English Proficiency (LEP) at all points of contact, in a timely manner during all hours of operation.
- 2) Provide both verbal offers and written notices informing members of their right to receive language assistance services to members or the member's family in their preferred language.
- 3) Assure the competence of language assistance provided to people with LEP by interpreters and bilingual staff. Family and friends should not be used to provide interpretation services.

#### PROCEDURE:

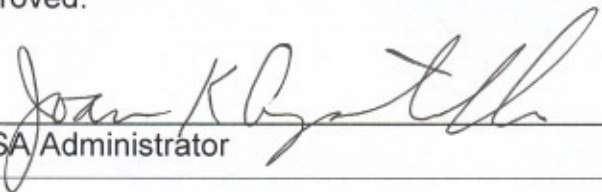
- 1) Accessing interpretation services for persons with Limited English Proficiency: CRSA and their subcontracted providers must make available written information in the enrolled person's language or information that is translated so the person can understand it. Oral interpreter services must be made available at no charge to eligible persons.



- 2) Accessing interpretation services for the deaf and hard of hearing:  
CRSA and their subcontracted providers must provide auxiliary aids or sign language interpreters that meet the needs of enrolled member or member's family upon request, at no charge to the member. Auxiliary aids include computer-aided transcriptions, written materials, assistive listening devices or systems, closed and open captioning, and other effective methods of making aurally delivered materials available to persons with hearing loss.

The Arizona Commission for the Deaf and the Hard of Hearing provides a listing of qualified interpreters and complete rules and regulations regarding the profession of interpreters in the State of Arizona (Arizona Commission for the Deaf and the Hard of Hearing: <http://www.acdhh.org> or 602-542-3323 (V/TTY).

- 3) Tracking:
- a) Training shall be tracked through sign-in sheets or course completion certificates required to be submitted or completed by the trainees.
  - b) CRSA shall be responsible for:
    - i) Ensuring that all OCSHCN staff complete the training. Sign-in sheets or course completion certificates shall be used to document participation;
    - ii) Monitoring the Contractors for documentation of training to staff and providers using the OCSHCN module or other training tool; and
    - iii) Coordinating all training documentation including registration, evaluation, data analysis, and dissemination of completion certificates. Coordinating all training documentation including registration, evaluation, data analysis, and dissemination of completion certificates.
  - d) CRS Contractors:
    - i) During CRS Contractor Medical Record and On-site Reviews, the use of interpreters will be monitored and sign-in sheets shall be used to document attendance.
    - ii) The language line usage records from each Contractor will be tracked to monitor use and determine the amount and the usage of the service and/or equipment.

Approved:  CRSA Administrator	Date: <u>2/18/08</u>
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